



Kevin Icart

Manager of Professional Services · MSP Operations & Automation

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Manager of Professional Services at Novus Insight, promoted through the technical ranks over 7+ years. I lead a seven-person support team delivering managed IT across eastern Connecticut, own our company-wide NinjaOne RMM, and lead automation development across the MSP. I stay hands-on with the PowerShell and Python that turn manual operations into controlled, documented, repeatable runs. Certified across automation, security, and identity.

EXPERIENCE

Manager of Professional Services

Dec 2022 - Present

Novus Insight · East Hartford, CT

- Lead a seven-person support team responsible for managed IT delivery to school districts and municipalities.
- Own NinjaOne as the company-wide RMM and automation platform; build provisioning, monitoring, and reporting workflows in PowerShell and Python for use across the MSP.
- Set delivery standards and guide escalations, technical planning, and purchasing while mentoring the team responsible for the work.
- Strengthen operational consistency through detailed documentation, security practices, and deliberate technology lifecycle management.

Technical Support Analyst

Jan 2021 - Dec 2022

Novus Insight · East Hartford, CT

- Served as lead engineer and primary technical partner for client environments, owning day-to-day service as well as planning, training, and purchasing.
- Diagnosed complex infrastructure, identity, and network problems, then carried corrective work from solution design through implementation.
- Created and maintained server documentation, configuration records, runbooks, and training material used by the wider support team.

IT Support Specialist

Apr 2019 - Jan 2021

Novus Insight · East Hartford, CT

- Built automation for dynamic license assignment and account provisioning across staff and student accounts and multiple services.
- Acted as primary contact for two school districts and a municipality, resolving escalated end-user and infrastructure issues.
- Coordinated vendor services, subscriptions, and technology planning across client environments.

IT Support Specialist

Sep 2017 - Apr 2019

Coventry Public Schools · Coventry, CT

- Delivered district-wide hardware and operating-system upgrades across computers, Chromebooks, iPads, printers, and interactive boards.
- Maintained the district-wide technology inventory and the asset-management records behind it.
- Supported the systems used for Board of Education livestreaming and recorded meetings.

CERTIFICATIONS

NinjaOne Certified Automation Specialist · 2026

NinjaOne Certified Technician (MSP) · 2026

Microsoft Identity & Access Administrator Associate · 2025

CompTIA Cybersecurity Analyst (CySA+) · 2024

CompTIA Security Analytics Professional (CSAP) · 2024

CompTIA Network+ · 2022

Professional Google Workspace Administrator Retired Dec 2024 · 2022

Google Professional ChromeOS Administrator · 2022

CompTIA Security+ · 2021

Google IT Support Specialization · 2020

PROFESSIONAL AFFILIATION

InfraGard · FBI-private sector partnership member since 2021

CORE SKILLS

Leadership & Service Delivery

Professional Services

MSP Operations

IT Service Delivery

Team Leadership & Mentoring

Escalation Management

Technical Planning

Vendor Management

Automation & Scripting

PowerShell

Python

Workflow Automation

REST API Integration

Account & License Provisioning

Monitoring & Reporting Automation

Identity, Infrastructure & MSP Platforms

Microsoft Entra ID (Azure AD)

Active Directory

Microsoft 365

Google Workspace

Windows Server

Endpoint Management

NinjaOne RMM

ConnectWise Manage

Hudu

Security, Process & Documentation

Identity & Access Management (IAM)

Least-Privilege Design

Security Analytics

Process Improvement

Technical Documentation

Runbooks & SOPs

Technology Lifecycle Management

EDUCATION

A.S., Computer Programming Technology2014 - 2017

Manchester Community College · Manchester, CT

— Phi Theta Kappa & Epsilon Pi Tau International Honor Societies.

— Certificates in Technology Management and Web Technology.